
INTEROFFICE MEMO

DATE: 1/6/2004
TO: HAN, LINDA (DPH)
CC: DIRECTOR'S FORUM
FROM: RALPH TIMPERI, ASSISTANT COMMISSIONER, BUREAU OF LABORATORY SCIENCES
RE: LABORATORY EVALUATION AND STRATEGIC PLANNING

As we discussed, I want you to spend time directly observing infectious disease laboratory operations, and evaluating key aspects of our overall laboratory systems for use in our strategic planning. The first step in this project is to develop a form for systematic collection of information. This should be done in concert with the section heads to solicit their input. I have outlined the information I suggest should be collected at a minimum.

1. Test menu by agent and method. You can use the Manual of Tests and Services as the starting point for this survey. Number of specimens and tests performed. Who the tests are performed for, and how many are done for each category of clients. This will take some preparatory work to define categories of clients.
2. Organization. An organizational chart of all employees for each section.
3. A floor plan to include program room assignments.
4. Major items of equipment and computers by program and room.

I suggest that you begin by meeting with the director of each section, and then we can discuss the development of the survey tool as you proceed with these discussions. Once we have the survey form, you should plan to spend at least 2-3 days in each of the sections so that you see enough of the day-to-day operations to have a good sense of the operations. This project should be considered as formative research in which we will discuss observations as we go. I will meet with you regularly and we will also discuss the project at Director's Forum meetings. The current program sections are defined in the enclosed chart, Program Areas Jan6.

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